

Mental Health Mobile Crisis Response Team (I-Falls)

Changes in services due to COVID-19:

- Services will continue to be 24/7/365 availability; however, the delivery of the crisis services (ie. Face-to-face) have changed to phone and video only.
- When calling for crisis services, 211/First Call for Help (our dispatch service), this will be the same service, but the individual calling will be notified that services are phone or video only.
- Face-to-face services have been eliminated at this time due to COVID-19 and the need to reduce contact with others.
- Telemed (video & voice) crisis services are available through Zoom. The dispatch (211/First Call for Help) will continue to get client's name, birthdate, phone number, and reason for calling. Crisis responder will call the client and obtain an email address if client would prefer to have a Zoom visit instead of phone.
- Transportation by the crisis response team is not available for any reason.

Crisis Stabilization Bed Availability:

Unfortunately, our Community Residential Setting (CRS) which housed our one crisis bed will not be taking new referrals for residential crisis stabilization due to risk of exposure to current residents and staff.